



**Austin Water
Medical Hardship or Disability Variance**

INSTRUCTIONS

Variances to watering restrictions may be granted in accordance with City Code, Chapter 6-4-30, Water Conservation whereby the Austin Water Utility (AWU) Executive Director may grant a variance from Section 6-4-15 (Water Conservation Stage), 6-4-16 (Drought Response Stage 1), 6-4-17 (Drought Response Stage 2), or Section 6-4-18 (Drought Response Stage 3) only if the applicant establishes that:

The property owner or operator has a documented medical hardship or qualifying disability that prevents the person's strict adherence to a requirement of Chapter 6-4.

Please Note:

- **Compliance with the water use regulations contained in Austin City Code Chapter 6-4, Water Conservation is required until specific approval is granted by the Water Conservation Division of Austin Water.**
- **An application for a variance does not provide reliance that the variance as requested will be approved.**
- **All variances are decided on a case-by-case basis.**

Compliance:

Throughout the life of the variance, the Water Service Account Holder is presumed to be responsible for compliance with all the provisions of the Chapter 6-4, Water Conservation. This will include but is not limited to the following:

A person may not fail to repair a controllable leak including but not limited to

- a broken sprinkler head, leaking or broken pipes or a leaking faucet; or

A person may not operate a permanently installed irrigation system with

- a broken head
- a head that is out of adjustment and the arc of the spray head is over a street, parking area, or other impervious surface
- a head that is misting because of high water pressure; or

A person may not allow water flow during irrigation that

- allows water to run, flow, stream in a way that extends into a street, parking area, or other impervious surface for a distance of 50 feet or greater: or
- allows water to pond to a depth greater than .25 inch in a street, parking area, or on other impervious surfaces.

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APPLICATION

The property owner or operator has a documented medical hardship or qualifying disability that prevents the person's strict adherence to a requirement of Chapter 6-4. A statement from a physician, caregiver or other agent of the applicant stating the purpose of the variance may be requested before approval is given for this variance.

Please check the box that best describes your variance request:

- ☐ Medical Hardship
☐ Qualifying Disability

Please complete the following:

Requested Start Date: _____
Expiration Date: _____
(AWU Use Only)

Name: _____

Property Address: _____

City of Austin Utility Account Number: _____

Name Appearing on Utility Account: _____

Account Holder's Address: _____

Primary Phone: _____ Email: _____

Property Name (if applicable): _____

Landscape Company: _____ Contact: _____

Phone: _____ Email: _____

Briefly explain why a variance is being requested:

WATER SERVICE ACCOUNT HOLDER SIGNATURE:

By signing my name below, I acknowledge that the above information is true and correct and that all attachments are made part of this variance request and any subsequent approvals. I further understand the watering restrictions imposed by this variance and that irrigation pursuant to this variance does not exempt the applicant or the property owner/manager from complying with the provisions of Austin City Code, Chapter 6-4 Water Conservation.

Signature: _____ Title: _____

Print Name: _____ Date: _____

Upon completion, Email, Fax or Mail to:

AWU Water Conservation,
P.O. Box 1088
Austin, TX 78767

or FAX to (512) 974-3504

or EMAIL to waterusecompvar@austintexas.gov

The applicant will be provided a variance posting form to be placed in a location on the subject property that is accessible and visible to the public. This form must remain in place until the variance is expired.

Suspension or Revocation of a Variance - Section 6-4-30 (K)

A variance following its approval by the director may be immediately suspended or revoked by Austin Water Utility if the director or director's designee determines any of the following: a violation of the terms of the variance occurs at the location during the effective period of the variance, the application submitted to the director upon which the variance approval was based included false, misleading, incomplete, or inaccurate information or attachments, the director declares an emergency recall of variances to control use or preserve supply based on protracted drought, unusual operational event, or other public necessity

You will be contacted within five (5) business days of receipt of this application.

AWU Use Only

Approved ☐

Denied ☐

Initial Site Inspection Date: _____

(AWU staff)

(Date)